

Conditions of Membership.

Puke Ariki membership is free to all Taranaki Residents.

Using your card.

- You must present your card when you wish to use any of Puke Ariki's services.
- Your membership may expire if you do not use your card at least once in a calendar year

Library services.

- No more than 40 items may be issued on your card at one time.
- You are responsible for any items issued on your card (and on your under 18-year-old's card, if applicable).
- You are responsible for returning borrowed items on time.
- Items returned or renewed after the due date will incur fines.

Change of address and lost cards.

- Please report as soon as possible:
 - change of postal, residential address, email address or phone number.
 - cancellation of membership.
 - loss or theft of your Puke Ariki library card
 - You are responsible for any activity on your card (and on your under 18-year-old's card, if applicable) until you request Puke Ariki to cancel it.

Lost, not returned or damaged items

- You must report the loss, theft or damage of items as soon as possible.
- You will be charged for the cost of repairing damaged items, or the replacement cost of any item lost, not returned or damaged beyond repair.
- If the cost of lost or not returned items is not paid, the Council will take steps necessary to recover the debt (which may include forwarding the matter to a Debt Collection Agency).
- Any fees/costs associated with the collection of overdue fines or replacement items will be your responsibility ie legal and/or debt collection agency fees.

Suspension of borrowing.

Your membership may be suspended when:

- Unpaid fines and/or charges reach \$15.00.
- There are any lost items on your card.

When unpaid fines, fees or charges reach \$100.00 you may also be referred to our Debt Collection Agency.

Library Notices.

- On joining you have the choice of being notified about reserved or overdue items by email, text or by post. You may change your selected option at any time.
- The library will send two notices before charging the replacement cost of items not returned.
- The library will resume sending notices by post if an email address is unreliable.
- The library accepts no responsibility if you do not receive or read the notices that you have been sent.

Event information.

You have the option to receive event or tourism information by email. You may unsubscribe from this service at any time.

Acceptable behaviour.

- Puke Ariki endeavours to provide a safe environment for everybody.
- Customers are expected to behave in a manner which does not endanger themselves or anyone else.
- Any behaviour which endangers, disturbs, interferes with, or is inconsiderate of, any other person's use of the library, or is likely to cause damage to library property is unacceptable.
- Verbal abuse of library customers and staff is also unacceptable.
- Under these circumstances Puke Ariki staff can instruct you to leave the building and may issue a Trespass Order.

Changes.

- These conditions of membership may change. Notice of the revised conditions will be displayed at the library and on the Puke Ariki website and will have effect from the date that such Notice is displayed.

Privacy.

- Your information will be used for administrative purposes in connection with your membership of the library, and for the other purposes specified in these Conditions of Membership.
- Personal information about you will be held by Puke Ariki in accordance with the Privacy Act 1993 and the Local Government Official Information and Meetings Act 1987. This information is confidential and will not be disclosed except where required by law.
- You may have access to your information and may request changes to it at any time.